

ATTACHMENT A

MCIWORLD.COM

Mass Markets-Denver
707 17th Street
Suite 4200
Denver, CO 80202

December 11, 2000

Mr. Jeffrey Ulm
Vice President
SOUTHERN BELL COMMUNICATIONS (SBC)
MCI Account Team
2000 West Ameritech Center Drive
Room 2G94
Hoffman Estates, IL 60196

Dear Jeff:

MCI requests that SBC reconsider its recent decision to reject MCI's proposal regarding the use of Electronic Letters of Authorization (E*LOA) as a method for processing PIC requests for customers who have a PIC freeze in place. Under that proposal, SBC would receive an Electronic LOA in the form of a .wav file that would contain a voice recording of the customer authorizing SBC to execute the PIC change with knowledge of the PIC freeze present on the line or account. This proposal was originally sent to Peggy Meissner who subsequently informed us that SBC had decided not to consider the idea due to potential liability concerns. We ask that you please revisit this response.

In order to assist in your consideration of this request, I reiterate the following highlights of the proposal for your review. The Electronic-LOA proposal provides customers a 21st century method of communicating letters of agency utilizing new electronic technologies. This new process speeds the customer's desired carrier change while maintaining full customer control. If an ANI has a service level PIC Freeze this will also serve as an improved and effective method to execute carrier changes, without forfeiting the desired effect of the PIC Freeze. This proposal reduces the need and significant expense of 3-way calls, minimizes customer confusion, while increasing overall customer satisfaction.

MCI requests that SBC reconsider its position and be receptive to further discussion on this topic. We are available to address any questions or concerns. Please respond, in writing, to this request for reconsideration no later than 12/22/00.

Sincerely,



Mindy Chapman
Director
LEC Interface Operations

Cc: Carol Sawyer-Aguilar, MCIW